

Newsletter

January 2015 – Volume 1

Welcome to the first edition of *The ATP Quarterly*!

The ADOT Civil Rights Office is excited to launch the official Authorized Third Party newsletter. *The ATP Quarterly* will be issued to all Authorized Third Parties each January, April, July, and October. The goal of *ATP Quarterly* is to create a forum and regular source of communication for all of ADOT's Authorized Third Parties and the Civil Rights Office. This forum will allow the Civil Rights Office to communicate important updates and changes that are essential to the compliance of Title VI, ADA, and any other issues that may arise. *The ATP Quarterly* will keep all Authorized Third Parties well informed and give them a resource to review. We encourage all Authorized Third Parties to submit announcements, shout outs, and questions that they feel apply to all and we will be happy to include them in future newsletters so that the Authorized Third Parties can communicate amongst themselves, as well.

A well-established channel of communication between all the parties and the Civil Rights Office has always been our vision and we hope that *The ATP Quarterly* will be one step in making that into a reality. In addition, we hope to use this newsletter to pass along interesting stories, applicable tips on Title VI and ADA compliance, notification of events, and shout outs to those Authorized Third Parties who are consistent and ensure compliance for their business. *The ATP Quarterly* is just one of the many changes you will begin to see that will improve the relationship and communication between the Civil Rights Office and the Authorized Third Parties. As we move forward the Civil Rights Office welcomes any suggestions or comments to help improve our relationships with you, the Authorized Third Parties, and to ensure overall compliance.



CONTACT US!

For questions, concerns, or comments, please do not hesitate to contact our office at any time. If your business has an update or something you want to share on The ATP Quarterly you are encouraged to submit any and all ideas to the Civil Rights Office.

Title VI Nondiscrimination Program

Phone:

602.712.8946

Email:

Civilright@azdot.gov

(Attention: Désirée Benet)

ADA Program

Phone:

602.712. 8946

Email:

Civilright@azdot.gov

(Attention Bradley Saran)



WHAT IS TITLE VI

Title VI of the Civil Rights Act of 1964 is the Federal regulation that protects against discrimination and promotes fair treatment of groups typically under represented. This regulation has been integrated into ADOT's transportation system as a whole to ensure fair and equal access and benefits for all.

Hereinafter, "Title VI of the Civil Rights Act of 1964, related statutes and executive orders," shall be referred to as "Title VI."

TRAINING REMINDER

If you need to complete the Title VI course or just want a refresher the ATP webinar training on Title VI and ADA can be found at:

COMING SOON!

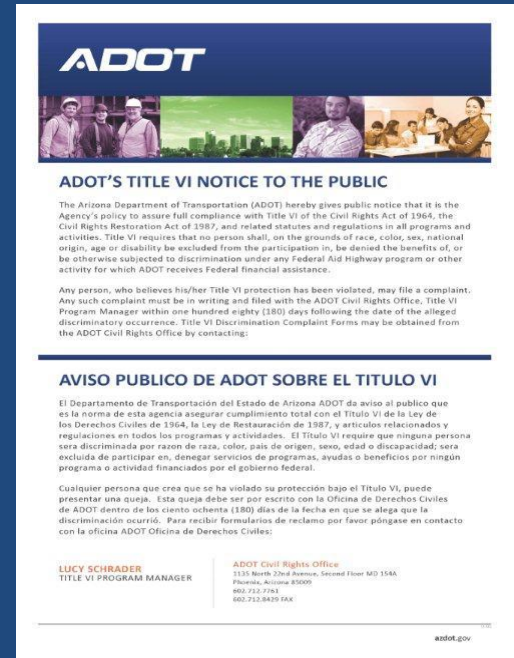
**HAVE YOU RECEIVED A CIVIL RIGHTS COMPLAINT?
DO YOU KNOW WHAT TO DO?
DO YOU KNOW WHO TO CALL FOR GUIDANCE?**

We have all your answers right here!

As a recipient of federal funds, ADOT has the responsibility to ensure that all of its programs and affiliates, including all Authorized Third Parties (ATPs) comply with Title VI and ADA nondiscrimination. As an agency, ADOT has worked hard to implement Title VI and ADA compliance, and we appreciate the cooperation and support we have received from the ATP community. Unfortunately, even with all these preparations and proactive efforts it is still possible for a customer to walk through your doors and leave feeling discriminated. We cannot control every person's perception but we can control policies and how we handle those who feel mistreated. Every time that a complaint is made regarding Civil Rights and/or discrimination please remember to forward all complaints to the Civil Rights Office. Our trained investigators will work with you and your employees to resolve any complaints as quickly and fairly as possible. The Civil Rights Office is here to assist in any questions or concerns.

Do you have a Title VI Poster?

A Title VI poster **MUST** be on display in a clear and visible location at your place of business. If you need additional copies or an updated copy (like the one shown below) please contact our office and we will be happy to send you more.



Complying with the Americans with Disabilities Act

You may be asking yourself, what is the Americans with Disabilities Act ("ADA"), and how in the world can I become compliant? We are here to answer those questions for you!

What is expected of you as an ATP is that you check for accessibility issues for customers with disabilities. Problems such as not having toilets at the proper height or having a bookshelf in a walkway can be easily fixed and brought into compliance with the ADA. With nearly 56.7 million disabled individuals in the United States, it is crucial for everyone to do their part to ensure individuals with disabilities are able to access your services without any problems.

The ADA actually covers two separate laws that when combined, prohibit discrimination against individuals with disabilities. The first law, Section 504 of the Rehabilitation Act of 1973 ("Section 504") ensures that every program, service, or activity that ADOT (i.e. a public entity who receives federal funds) provides cannot discriminate based on disability. The second law, Title II of the ADA, is an extension of the rights given under Section 504 that applies to **ALL** activities of a state and local government, regardless of whether these entities receive Federal financial assistance. So what exactly does all that legal mumbo-jumbo mean? In short, you cannot:

- Deny qualified individuals the opportunity to participate in or benefit from programs, services, or other benefits.
- Deny qualified individuals access to programs, services, benefits or opportunities to participate as a result of physical barriers; OR
- Provide qualified individuals with an opportunity to participate or benefit that is unequal to that provided others;
- Provide a benefit or service that is not as effective as that provided to others;
- Provide lower quality benefits, services or programs than those provided others; or
- Provide different or separate benefits or services, unless they are necessary for benefits or services to be as effective as those provided to others.

Now that you have a better understanding of the ADA, it is important to make sure that you know how you can become compliant with it. Compliance with the ADA depends on the specific situation at hand. Thus, compliance can come in many different forms. In one situation compliance can be as simple as re-organizing the location of furniture to create paths that an individual with a disability would be able to access. In another situation, compliance with the ADA can be as complex as installing handicap accessible doors and ramps. For any questions regarding compliance please feel free to contact the Civil Rights Office.